

June 26, 1992

Operations

## GROCERY DEPARTMENT OPERATIONS

---



ROSITA O. PARKES  
Director, Information Resources Management

BY ORDER OF THE DIRECTOR

BILL G BELCHER  
Colonel, USA  
Chief of Staff

---

**AUTHORITY:** Defense Commissary Agency Directive Management Program is established in compliance with DOD Directive 5105.55, Defense Commissary Agency (DeCA), November 1990.

**MANAGEMENT CONTROL SYSTEM:** This directive is subject to the Management Control provisions for evaluation and testing as required by DeCAD 70-2 and as scheduled in DeCAD 70-3. The Management Control Review Checklist to be used by assessable unit managers to conduct the evaluation and test management controls for this directive will be included in DeCAD 40-1.

**HOW TO SUPPLEMENT:** This directive may be supplemented by lower echelon units, with prior approval of HQ, DeCA.

**APPLICABILITY AND SCOPE:** This directive applies to all Defense Commissary Agency commissaries assigned to DeCA.

**HOW TO ORDER COPIES:** Stores needing additional copies will submit requirements on DeCA Form 30-21 to Region/IM; Region/IM will consolidate Store and Region requirements on DeCA Form 30-21 and forward to HQ DeCA/IMSP.

**SUMMARY:** This directive sets forth the policies and procedures that will be used to operate all DeCA commissaries' Grocery Departments.

---

OFFICE OF PRIMARY RESPONSIBILITY: HQ DeCA/DO

COORDINATION: HQ DeCA DO/IM/RM/REGIONS

DISTRIBUTION: E,S  
IG/Logistics and Support Programs Directorate  
400 Army Navy Drive, Arlington VA 22202-2884

## TABLE OF CONTENTS

	PARA	PAGE
Chapter 1 – General		
Purpose .....	1-1	1-1
References .....	1-2	1-1
Applicability and Scope .....	1-3	1-1
Responsibilities .....	1-4	1-1
Chapter 2 – Ordering		
Ordering Merchandise .....	2-1	2-1
Use of Blanket Delivery/Purchase Orders .....	2-2	2-1
Direct Store Delivery Items .....	2-3	2-3
Frequent Delivery System (FDS) .....	2-4	2-3
Ordering from DPSC .....	2-5	2-4
Supported Facilities .....	2-6	2-4
Receiving .....	2-7	2-4
DeCA Generated Deleted And/Or Dead Stock At Distributor Facilities .....	2-8	2-4
Chapter 3 – Shelf Stocking		
Shelf Stocking .....	3-1	3-1
Shelf Space Allocation .....	3-2	3-2
Region Stock List .....	3-3	3-2
Vertical Merchandising .....	3-4	3-2
Quality Assurance Evaluation .....	3-5	3-2
Overwrites .....	3-6	3-2
Case Cutting .....	3-7	3-2
Restocking .....	3-8	3-3
Not-in-Stock .....	3-9	3-3
Management of Shelf Life Sensitive Foods .....	3-10	3-3
Standards of Performance .....	3-11	3-3
Use of pricing Labels .....	3-12	3-4
Night Stocking .....	3-13	3-4
Vendor Stocking Control .....	3-14	3-4
Stock Efficiency .....	3-15	3-5
Out-of-Stock Percentages .....	3-16	3-5
Pullbooks/Pullsheets .....	3-17	3-5
Shelf Space Management .....	3-18	3-5
Returnable/Refundable Containers .....	3-19	3-6
Chapter 4 – Shelf Labels		
Shelf Label Management .....	4-1	4-1
Shelf Identification Labels .....	4-2	4-1
Handwritten Shelf Labels .....	4-3	4-1
Information on labels .....	4-4	4-1

Placement of Labels .....	4-5	4-1
Maintaining Space Allocation .....	4-6	4-1
Shelf Label Requirement .....	4-7	4-2
Vendor Supplied ID Tags .....	4-8	4-2
MINICOM .....	4-9	4-2
Deleted Items .....	4-10	4-2
New Items .....	4-11	4-2
Printing New Labels .....	4-12	4-2
Cost Per Unit of Measure Price .....	4-13	4-2

## Chapter 5 – Pricing Verification

General .....	5-1	5-1
Comparing POS-M Prices to DIBS Prices (CONUS Except Alaska Commissaries) .....	5-2	5-1
Comparing Shelf Label Prices To POS-M .....	5-3	5-2
Price Verification and Procedures for NON-POS-M Stores and OCONUS and Alaska Stores Using DIBS-DOORS .....	5-4	5-2
Supplemental Price Changes .....	5-5	5-3
Mini-Com Pricing Verification .....	5-6	5-3

## Chapter 6 – Tobacco Products

Merchandising Tobacco Products .....	6-1	6-1
Price Discounts on Tobacco Products .....	6-2	6-1
Signage on Sale of Tobacco Products .....	6-3	6-1
Inventory of Tobacco Products .....	6-4	6-1

## Chapter 7 – Dairy Sections

Display Cases .....	7-1	7-1
Quality Control .....	7-2	7-1
Sanitation .....	7-3	7-1
Restocking .....	7-4	7-1
Ordering Stock .....	7-5	7-1
Egg Section .....	7-6	7-1
Product Quality .....	7-7	7-1
Customer relations .....	7-8	7-1
Equipment Checks .....	7-9	7-1
DeCA Form 40-9 .....	7-10	7-1
Maintaining Temperature Charts .....	7-11	7-1
Equipment List .....	7-12	7-1
When to Check Temperatures .....	7-13	7-2
Recording Results .....	7-14	7-2
Non-Operational Alarms .....	7-15	7-2
Refrigerated Trucks/Vans .....	7-16	7-2

## Chapter 8 – Freezer Section

Use of Suggested Layouts .....	8-1	8-1
Posting Freezer Layouts .....	8-2	8-1

Reviewing Product Movement .....	8-3	8-1
Customer Relations .....	8-4	8-1
Damaged Products .....	8-5	8-1
Guaranteed Sale Merchandise .....	8-6	8-1
Stock Rotation .....	8-7	8-1
Using Correct Case Labels .....	8-8	8-1
Equipment Checks .....	8-9	8-1
When to Check Temperatures .....	8-10	8-1
Recording Results .....	8-11	8-2
Non-Operational Alarms .....	8-12	8-2

## Chapter 9 – Vendor-Operated Bakeries

Authorization .....	9-1	9-1
Stock Selection .....	9-2	9-1
Product Ring-up .....	9-3	9-1
Bakery Mark-up .....	9-4	9-1
Vendor Selection .....	9-5	9-1
Displaying Prices .....	9-6	9-1
Labeling Requirements .....	9-7	9-1
Price Accuracy .....	9-8	9-1
Product Sampling .....	9-9	9-2
Customer Product Demand .....	9-10	9-2
Special Orders .....	9-11	9-2
Product Freshness .....	9-12	9-2
Bakery Sanitation .....	9-13	9-3

## Chapter 10 – Damaged Merchandise

Damaged Merchandise Control Procedures .....	10-1	10-1
Vendor Reimbursements for Unsalable Merchandise .....	10-2	10-1
Coordination with Medical Food Inspector .....	10-3	10-2
Processing Damaged Merchandise .....	10-4	10-2
Damaged Cleaning Supplies .....	10-5	10-2
Price Reductions .....	10-6	10-3
Displaying Marked-Down Merchandise .....	10-7	10-3
Displaying Freeze/Chill Merchandise .....	10-8	10-3

## Chapter 11 Distressed Merchandise

General .....	11-1	11-1
Markdown Percentages .....	11-2	11-1
Identifiable Loss Percentages .....	11-3	11-1
Distressed Subsistence Items .....	11-4	11-1
Displaying Marked Down Distressed Merchandise .....	11-5	11-1
DD Form 708 Inventory Adjustment Monetary Account .....	11-6	11-1
Processing Distressed Items .....	11-7	11-1

## Chapter 12 – Merchandise on Medical Hold

Responsibility .....	12-1	12-1
----------------------	------	------

Monitoring .....	12-2	12-1
Isolated Area .....	12-3	12-1
Notification of Disposition Instructions .....	12-4	12-1

#### Chapter 13 – Transfers

General .....	13-1	13-1
Transfer outside the Region .....	13-2	13-1
Transfers Between Commissaries .....	13-3	13-1
Shipper/Receiver .....	13-4	13-1
Signing and Securing the Transfer .....	13-5	13-1
Intracommissary Transfers .....	13-6	13-1
Transfers from Central Distribution Centers .....	13-7	13-2

#### Chapter 14 – Prizes, Gifts, and Donations

DeCA Policy .....	14-1	14-1
-------------------	------	------

#### Chapter 15 – Facilities

General .....	15-1	15-1
Cleaning .....	15-2	15-1
Light Maintenance .....	15-3	15-1

#### Chapter 16 – Sanitation

General .....	16-1	16-1
Establishing a Reporting System .....	16-2	16-1
Outside Cleaning and Maintenance .....	16-3	16-1
Inspections by Medical Personnel .....	16-4	16-1
Restrooms .....	16-5	16-1
Cleaning Refrigerated Areas .....	16-6	16-1
Bakery .....	16-7	16-1

#### Figures

2-1 DeCA Form 40-2, Region/Commissary Order .....	2-5
2-2 DeCA Form 10-1, Call Order Register .....	2-6
5-1 Exception Report .....	5-4
7-1 DeCA Form 40-9, Daily Temperature Maintenance Log .....	7-3
9-1 DeCA Form 40-1, Commissary Patrol Special Order Request .....	9-4
11-1 DD Form 708, Inventory Adjustment Monetary Account .....	11-4
11-2 DD Form 708, Inventory Adjustment Monetary Account .....	11-5
13-1 DeCA Form 40-51, Tally In/Out .....	13-3
13-2 DeCA Form 70-20, Subsistence Request For Issue or Turn-In .....	13-4

## Chapter 1

### General

1-1. **PURPOSE.** This directive sets forth the procedures to be used for the operation of DeCA commissary grocery departments. It includes shelf stocking, receiving, personnel training, shelf space management, merchandising, reordering, monitoring vendor stockers, vendor operated bakeries, shelf label management, processing damaged merchandise, spot checks on the accuracy of shelf prices, and other associated functions.

#### 1-2. REFERENCES

- a. DOD Directive 5105.55, "Defense Commissary Agency (DeCA)," November 9, 1990.
- b. DOD Directive 1330.17, "Armed Services Commissary Store Regulation," March 13, 1987.

1-3. **APPLICABILITY AND SCOPE.** This directive applies to all activities performed in the Grocery Department in all DeCA commissaries.

#### 1-4. RESPONSIBILITIES.

- a. Region directories/commanders are accountable for the implementation of this directive in all commissary activities assigned to their designated geographical areas. This directive may be supplemented as necessary, to provide additional guidance, with prior approval from HQ, DeCA.

- b. Commissary management will implement this directive and provide required reports and other information as directed.

- c. The Grocery Manager is responsible for the operation of the largest department in the commissary. He/she supervises personnel engaged in ordering, storing store stocks in the backroom, and stocking of perishable and semi-perishable items in the Grocery Department. While the duties are extremely varied and complex, several responsibilities such as merchandising, ordering, shelf stocking, safety, and security are critical to the overall operation of the commissary. This directive provides the basic actions required to accomplish the jobs in the Grocery Department.

- d. Managers will wear a two-line name tag containing full name and position title. The name tag will be hard plastic, slip-on type with a silver background and black lettering. All civilian employees who work in the sales store area will wear a plastic name tag containing full name. Employees assigned exclusively to back up storage areas will be exempt from wearing name tags for safety reasons. ← →C1 January 31, 1995 ←

1-5. →Deleted ← →*IMpulse*, April 1997 ←

## Chapter 2

### Ordering

2-1. **ORDERING MERCHANDISE.** The commissary officer/region director/commander is responsible for ensuring resale merchandise is ordered in sufficient quantities to support store sales without exceeding approved inventory levels. As determined by the region director/commander, the commissary officer should appoint, by letter, those personnel authorized to approve vendor orders. Orders are placed directly with the supplier for authorized items, or from the servicing Central Distribution Center (CDC). Troop Support requirements and resale items from the Defense Personnel Support Center (DPSC) are ordered by region buyers or by the commissary, as applicable. Authorized local purchase Troop Support items may be ordered by the commissary. All orders will be placed in accordance with applicable contracts.

2-2. **USE OF BLANKET DELIVERY/PURCHASE ORDERS.** Commissaries will continue to operate under existing automated systems, in accordance with DeCA policies and procedures, until replaced by the DeCA Interim Business Systems (DIBS).

a. For other than Central Distribution Center (CDC) items, Frequent Delivery System (FDS) items, and Direct Store Delivery (DSD) items, when quantities are ordered for delivery to the commissary, such as orders for stand alone attached warehouses, the following procedures will be used. Obtain from the Management Support Center (MSC) the appropriate order forms from the automated system or DeCA form 40-2, Region/Commissary Order (**Figure 2-1**). This form is not necessary for the grocery department if the current automated system provides suggested order forms (ACS/ACAPS, DIBS, ACOS, EPOSE) or if the items are ordered daily or several times per week. The existing automated system procedures will be used to order for attached warehouses. The procedures provided here are considered to be interim until replaced by DeCA systems.

b. ACOS procedures:

(1) Processing the Automated Item Order Form (AIOF):

(a) Record in the inventory column the physical inventory count of stock on hand in the warehouse. For out of stock items, record a zero (0).

(b) The warehouse supervisor or other designated individual initials the inventory figures to verify that the figures are generally correct.

(c) Enter the suggested order quantity in the "Order Quantity" blocks. Draw a diagonal line through all blocks not used. Do not use a zero (0) in this block as it may be altered after approval.

(d) The commissary officer or designated representative will sign the AIOF indicating approval of quantities ordered and the scheduled delivery date. The approving official will sign the bottom of the first or last page of the order forms. The approver will initial any changes to the suggested order quantity. If larger than normal orders are being placed for special promotions, the approver will indicate so in the remarks column of the form.

(e) The approving official will return the form(s) to the management Support Center (MSC) for processing.

(2) Processing the ACOS suggested order form:

(a) The commissary officer need not require the verification of the inventory quantities. However, for good inventory management, any zero, negative balances, or quantities which appear to be inaccurate, the entries will be checked.

(b) The warehouse supervisor or representative will initial all changes to the inventory balances on the suggested order form.

(c) The commissary officer or designated representative will sign the suggested order form indicating approval of the quantities ordered and scheduled delivery date. The approving official will sign the bottom of the first or last page of the order forms. The approver will initial any changes to be suggested order quantity. If larger orders are being placed for special promotions, the approver will so indicate in the remarks column of the form.

(d) The approving official will return the form(s) to the management Support Center for processing.

c. EPOSE procedures

(1) The requisition/order/receipt (ROR) worksheet is used by commissaries with the EPOSE system to order and receive authorized items delivered by manufacturers to the commissary. Order quantities are determined with the assistance of sales representatives. All orders will be reviewed and approved by the designated ordering officer.

(2) Refer to Chapter 18 of the TSA Scanning User's Manual dated February 1989, for detailed procedures concerning use of the ROR worksheet.

d. ACS/ACAPS procedures

(1) The T53 Daily Delivery Order Inspection Report or system generated document is used by commissaries with the ACS/ACAPS systems to order and receive authorized items delivered by manufacturers to the commissary. Order quantities are determined with assistance of sales representatives. All orders will be reviewed and approved by the designated ordering officer.

(2) Refer to Chapter VI of the Automated Commissary System Handbook (CONUS regions, excluding Southern Region) and Chapter 5 of the Automated Commissary Accounting and Procurement System Handbook (Southern Region) for detailed procedures concerning use of the T53 or system generated ordering/receiving documents.

e. Processing the DeCA Form 40-2, Region/Commissary Order (**Figure 2-1**):

(1) The MSC clerk records the order date at the time of order if sales representatives do not provide a suggested order.

(2) The delivery date is determined by commissary management and placed on the DeCA form 40-2 before a call number is assigned.



(3) Record in the inventory column the physical inventory count of stock on hand in the warehouse. For out of stock items, record a zero (0).

(4) When a sales representative records the inventory, have the warehouse supervisor or other designated individual initial the inventory figures to verify that they are generally correct.

(5) Until centralized region pricing is in place the sales representative records the cost price on the DeCA form 40-2. When a sales representative is not available, cost price is recorded by the item manager from the contract price list. Once centralized, regions will take all price quotes from the vendors and prices will be provided to the commissaries by the region.

(6) The heading "Signature (Vendor representative)" is the block signed by the sales representative prior to a call number being placed on the order. When a sales representative is not available to place the order, leave this block blank.

(7) Return form(s) to the MSC for processing.

f. The original copy of the order will be returned to the grocery department. The original copy of the suggested order will be attached to the finalized order form. Send these copies to the receiving point.

g. Warehouse supervisors will review warehouse orders for irregularities. All irregularities noted will be reported to the commissary officer for action. Pending receipt of the merchandise ordered, order forms will be filed alphabetically or by the date of delivery at the receiving point.

h. Grocery Managers will take full advantage of vendor price reductions. Ensure the distribution is notified ahead of time of special promotions by sales representatives so that the distributor has sufficient stock to provide merchandise for mass displays and forward buys.

2-3. **DIRECT STORE DELIVERY ITEMS.** Items ordered on a daily basis or with enough frequency to be delivered directly to the sales area are ordered by the individual store departments. A formally maintained consumption history is not needed to place order amounts. Most of the product goes directly to the pre-assigned display or shelf space with minimal residual backup stock. Maintain vendor folders and place orders as follows:

a. Maintain a vendor folder at the receiving point for each vendor by daily or frequency of delivery. A DeCA Form 10-1, Call Order Register (**Figure 2-2**), will be maintained in a separate folder. Include in the vendor folder, the latest up to date order/receiving document, as appropriate. Commissaries using the hand held device for in-checking are not required to maintain these authorized item forms in the vendor folder.

b. When orders are called in to suppliers, e.g., milk, eggs, prepackaged meats, etc., store personnel will give the vendor a call number at the time the order is placed. Record the order information on the Call Order Register, DeCA Form 10-1. The appropriate order form may be used as a guide when calling in the order. All deliveries of highly perishable foods, e.g., milk, eggs, meats, will be coordinated with the medical food inspection office.

2-4. **FREQUENT DELIVERY SYSTEM (FDS).** The FDS program is a method by which merchandise for many manufacturers is ordered and delivered directly to the commissary by one or more distributors, designated by the manufacturer. Items are ordered directly from the distributor, rather than

the individual manufacturer's sales representative. Detailed FDS procedures are contained in the DeCA Directive 40-9, Frequent Delivery System Procedures.

2-5. **ORDERING FROM DPSC.** Region buyers or the commissary, as applicable, are responsible for requirements determination and placing orders through military standard requisitioning and issue procedures (MILSTRIP) for merchandise supplied from DPSC. DPSC merchandise includes items stocked for resale and brand name resale requirements for overseas commissaries.

2-6. **SUPPORTED FACILITIES.** Supported facilities (formerly known as branch stores or annexes) will initiate stock replenishment orders from CDCs, FDS distributors, and DSD vendors, as appropriate. DeCA's hand held data entry device will be used to order FDS and CDC items.

2-7 **RECEIVING.** All deliveries will be in-checked by department personnel. Receipt of Frequent Delivery System (FDS) items will be accomplished in accordance with the FDS receiving procedures contained in DeCA Directive 40-9.

**➔2-8. DeCA GENERATED DELETED AND/OR DEAD STOCK AT DISTRIBUTOR FACILITIES.**

a. Ensure order writers continue to order phase-out items until distributor's stocks are depleted or they are deleted from the FDS order files. After items are no longer in your FDS files and residual stocks are depleted, remove labels from shelves and remove item from front end scanning.

b. Off-line ordering of items that regions have authorized that has subsequently dropped from your FDS order file. Utilize PIIN for that manufacturer or distributor's PIIN. Assign the order a call number from the DSD-S Call Order Register. Obtain the correct price from the region buyer. Process the receipt as a DSD-S delivery, not on the roll-up for that period of delivery. Ensure pricing has been entered into front end scanning system. Follow all region guidance for display or other promotion requirements. ◀

➔C1 January 31, 1995◀



CALL ORDER REGISTER - MANUAL RESALE/SUBSISTENCE								PAGE 1 OF 1 PAGES
MONTH/YEAR ① OCTOBER, 1988				COMMISSARY ② FORT GORDON, GA				
CALL NO. ③	CALLER'S INITIALS ④	CONTRACTOR'S NAME & DDO/SPA CONTRACT NO. ⑤	ORDER DATE/ DUE IN ⑥	\$ AMT CALLED/ \$ AMT REC'D ⑦	DATE REC'D/ TALLY NO. ⑧	SBC BLOCK NO. ⑨	REMARKS ⑩	
B001	FDS	Campbell Sales Co DECA02-92-F-0918	10/2 10/4	2048.00 2048.00	10/4 G001	B FHGB		
B002	FDS	ALPO Petfoods, Inc. DECA02-92-F-0303	10/2 10/5	5252.00 5202.00	10/5 G002	EHGC		
B003	CRG	Nestle Food Corp. DECA02-92-F-3205	10/3 10/6	1,022.75 1,022.75	10/6 G003	FHGD		
B004	CRG	All American Gourmet Co DECA02-92-F-2205	10/5 10/7	275.25			Canceled 10/6	
B005	FDS	American Tobacco Co DECA02-92-F-0152	10/5 10/10	7,298.69 7,298.69	10/10 G0004	FHGE		

SAMPLE

DoCA Form 10-1, Oct 91

No Prescribing Directive  
Supersedes TSA Form 137-8

Figure 2-2, Call Order Register – Manual Resale/Subsistence

## CHAPTER 3

### SHELF STOCKING

3-1 **SHELF STOCKING.** The grocery department manager is responsible for the accomplishment of shelf stocking in a manner that ensures the customer of the availability of quality products presented in sufficient quantities in a clean, orderly, and well merchandised setting. Most of the stocking should be accomplished after normal operating business hours. Shelf stocking during resale operating hours will be limited to the minimum necessary to prevent out of stock conditions and disruption to customers.

a. Shelf labels affixed to display shelf moldings will reflect the correct price for marked and unmarked merchandise.

b. All merchandise will be placed in its correct display shelf location. Merchandise will be pulled to the front of the shelf when quantity is not enough for a full display.

c. The number of display shelf facings allocated to each line item will not be reduced or exceeded without the approval of the commissary officer, grocery manager and/or designated representative.

d. New stock is placed to the rear of the shelf, old stock is placed in front.

e. Items will not be stacked higher than approximately 78 inches from floor level.

f. All labels will be in a high state of repair and appearance. Aged (discolored) labels will be replaced as required to maintain that fresh look. Loose or slightly torn labels may be affixed or repaired with transparent tape, until a new label can be produced.

g. Tray packing requires region director/commander approval with the following exceptions: canned soups, condensed milk (bottom shelf), and packages of gravy mixes.

h. When tray packing is authorized, management will ensure cardboard is promptly removed from the shelves as it accumulates during the business day.

i. Shelves will be dusted or cleaned before stocking. Special review should be made of slow moving items that have a tendency to accumulate dust.

j. Any items without labels will be marked to identify contents.

k. Damaged items and items without labels will be taken to the designated damaged merchandise control area. Loose labels must be repaired or replaced to maintain item identification.

l. Remove any product past its sell by date. (See Chapter 3, paragraph 3-10, Shelf Life.)

m. All recyclable cardboard should be baled or compacted as applicable, and stored in the designated area. All cardboard in the sales area should be removed as it accumulates.

n. Inform patrons of the prices of unmarked items, use channel markers, price tags, or price boards. Signs and shelf talkers are authorized price identification media and may be used to highlight

special promotions. While this practice is encouraged, it is important that commissary personnel use only attractive professional looking signs.

o. Price changes for items on Price Look Up will be submitted by department managers to the appropriate department for processing. Department managers are responsible for verifying price changes entered in the scanning system prior to the opening of the store. Customer service managers will update the checkers ready reference charts.

p. Check end displays and other display areas each morning prior to store opening to ensure prices advertised are valid and in agreement with the prices in the scanning system.

3-2. **SHELF SPACE ALLOCATION.** Product movement, special prices, sales volume, and seasonal trends should be used to determine product facings. The directive on Merchandising, i.e., DeCA Directive 40-13, provides detailed instructions for computing shelf item allocations or facings.

a. Adjust facings as necessary to prevent out of stock conditions throughout the sales day. Try to allow for full cases to be stocked except for large case packs such as health and beauty aid (HBA) items. The shelf space allotted should be the space required to meet customer demand.

b. Spot-check the sales area before opening time, mid afternoon, and late in the evening before closing time. Determine which items are depleted, slow selling, early in day out of stocks, items not having sufficient allocated space, and the total available line item selection. This will give a good indication of stocker performance and out of stock conditions. Out of stock conditions in the sales area result in lost sales and dissatisfied patrons.

3-3. **REGION STOCK LIST.** Line items will be those listed on the Region Stock List (RSL), supplemented by items that are unique to the geographical area, as well as items produced and sold by small business firms. Only items on the RSL will be stocked unless exceptions are granted by the region director/commander.

a. Product movement should be reviewed periodically by using the pullbooks or the pullsheets produced by the hand held device. Scanning operations produce item movement reports.

b. Make recommendations to the region on deletions and additions of items after review of product movement.

3-4. **VERTICAL MERCHANDISING.** Use vertical merchandising to the maximum extent possible to enhance patron traffic flow. Vertical merchandising is displaying related items and using all shelf levels rather than horizontal spreading. Grocery personnel should become thoroughly versed in merchandising principles and techniques contained in DeCA Directive 40-13, Merchandising.

3-5. **QUALITY ASSURANCE EVALUATION.** A Quality Assurance Evaluator (QAE) will be employed to survey and document contractor performance of contractual requirements. The QAE documents the contract work performed, whether it be satisfactory or unsatisfactory.

3-6. **OVERWRITES.** All overwrites or leftovers from previous day/night stocking should be checked before ordering or pulling new stock.

3-7 **CASE CUTTING.** For greater efficiency and to avoid damaging the contents when cutting cases, a sharp cutter with the blade set to the proper depth is essential. Holding the cutter at the proper angle will

also prevent damage to the case contents. Avoid using blades on cases with bags, packages, or paper products to eliminate unnecessary losses.

3-8. **RESTOCKING.** When restocking is required during the day, cut and price merchandise (if applicable) in the back-up area before it is loaded on a stock cart and brought to the sales floor.

3-9. **NOT-IN-STOCK.** When items are not in stock (NIS), the shelf space will be left empty. In some instances, some of the space may be used for substitute items; however, the shelf label placement should be repositioned immediately below the empty space. Install a new label for the substitute item below the item and to the left corner of its facing. A new label is not required for product expansion. Move item from the right to fill in NIS space. Leave space open above the label. Do not remove label.

➔3-10. **MANAGEMENT OF SHELF LIFE SENSITIVE FOODS.** Most perishable, and some semi-perishable items are coded with a sell-by, best if-used-by, pull-by, or an expiration date that signifies the date the manufacturer would like the retailer to pull the product from sale. This date does not necessarily indicate that the product is no longer consumable; it generally represents a date that the consumer should use the product for the best quality. Customers have become accustomed to using this date to ensure they are purchasing the best in quality and freshness.

a. CONUS stores will not sell food products once the sell-by, best-if-used-by, pull-by, or expiration date has passed. Immediately remove food products that have reached this date from retail store shelves and dispose of according to Chapter 11.

b. OCONUS stores may sell food products past the sell-by, best-if-used-by, pull-by, or expiration date in conditions listed below and only after the approval from the medical food inspector. NOTE: NEVER EXTEND BABY FOODS, BABY FORMULA, VITAMINS, AND OVER-THE-COUNTER NON-PRESCRIPTION DRUGS AND OTHER HEALTH AND BEAUTY AIDS UNDER ANY CIRCUMSTANCES.

(1) The item under consideration for extension is the only lot of that item on hand or additional lots of that item are of insufficient quantity to meet demands before next anticipated delivery.

(2) A one-time extension of not more than 7 days is authorized for prepackaged frozen and chilled luncheon meats, cheese, and processed meat items. A one-time extension either at CDC or store (but not both) of not more than 30 days is authorized for semi-perishable products.

(3) Some perishable food items received at OCONUS commissaries have been extended by medical food inspection personnel at supply point/depot. When this occurs, the extension applied by the medical food inspector is used instead of the manufacturer's date placed on the product at the time of processing. No item will be extended more than one time at store level.

(4) Reduce extended items to 50 percent of the original selling price. Price reductions in excess of 50 percent to accelerate movement will be coordinated with the appropriate Zone Manager/Region.

(5) Regardless of an item's sell-by, best-if-used-by, pull-by, expiration date, or extended date, items that show signs of spoilage or deterioration will be removed from sale immediately. ◀

➔C1 January 31, 1995◀

3-11. **STANDARDS OF PERFORMANCE.** Standards of performance for shelf stocking will include but are not limited to the following:

a. All items in the holding area that cannot be displayed or stocked due to availability of shelf display space will be placed in the overwrite area.

b. Items will be straightened, with labels upright and facing forward, before the start of the next day's business according to applicable contract. Fronting of merchandise may be required in some contracts.

3-12. **USE OF PRICING LABELS.** In non-scanning stores, the correct pricing tools and labels must be used to price all items when required. Use the proper labels to price mark items by department. Commissary pricing labelers will be provided to all vendor stockers. This is not applicable to scanning stores. Labels will:

a. Identify department. Use only the following color labels (non-scanning operations) to identify the items assigned to specific departments.

(1) Blue – Grocery. Black may be used for grocery items stocked by the shelf stocking contractor.

(2) Red – Meat.

(3) Green – Produce.

b. Be tamper proof.

c. Be controlled to preclude marking merchandise with the wrong colored label.

d. In non-scanning operations, items are priced to reflect the correct price indicated by the pricing label on the outside of the case. Only one price label will be affixed to an item.

e. Where posted, prices on items will be neat, legible, and clearly marked to eliminate confusion.

f. In non-scanning operations, prices are usually placed on the top or bottom of the item. Make sure prices are not placed on interchangeable lids. For scanning stores, prices and UPC numbers are reflected on shelf labels.

3-13. **NIGHT STOCKING.** Use night stocking crews to the maximum extent. Exercise care in the selection of personnel for night stocking and ensure night supervisors understand their duties and responsibilities. Visit the night crew to maintain satisfactory control over facility security, merchandise, and vendor stockers. Visits will be accomplished on a random, no notice basis and at a frequency determined by the commissary officer. Visits will be documented by memorandums for record. Memorandums will be maintained on file in the MSC. The commissary officer will ensure shelf-stocking efficiency is kept at the highest possible level to maintain a high level of patron service.

3-14. **VENDOR STOCKING CONTROL.** The commissary officer or subordinate manager will control the activities of vendor stockers within the commissary. Control procedures include:

a. File copy of the letter of authorization from the vendor for each vendor stocker stating products to be stocked and other conditions of employment. Violation of the conditions is a basis for revoking authority for shelf stocking.



b. Commissary employees will not be employed as vendor stockers, contract stockers, or baggers. Family members of employees may not be employed as vendor shelf stockers and contract stockers. Immediate family members of non-management store personnel may serve as baggers. Immediate family members of management personnel may not perform bagger services.

c. Commissary personnel will control all movement of stock, in or out of the sales area. Do not allow vendor stockers or other vendor employees to in check or sign for commissary merchandise.

3-15. **STOCKING EFFICIENCY.** When in-house shelf stocking is used, shelf stocking efficiency is determined by comparing the number of out of stock items on the store shelves with the number of line items actually assigned shelf or display locations (perishable and semi-perishable) in the resale store. Shelf stocking efficiency is determined by random sampling according to the surveillance plan if contract stocking is used. For contract shelf stocking, paragraph 3-5 applies.

→a. Stock availability is determined by comparing the number of items out of stock on the shelves with the total number of active line items, that is, those items actually assigned shelf locations. Count out of stocks daily and count each assigned shelf allocation in the sales store monthly to determine the number of active line items. Record these counts in a locally devised logbook, for use in reporting required monthly statistical data.

b. Determine the percentage of in-stock availability by dividing the difference between the number of out of stock items and the total number of active items by the total number of active items, (i.e.  $(8500 \text{ active items} - 140 \text{ out of stocks}) \div 8500 = 98 \text{ percent.}$ ) ← →C2 March 31, 1995←

### 3-16. **OUT OF STOCK PERCENTAGES.**

a. The standard for maximum acceptable out-of-stock percentages is:

- (1) CONUS and Hawaii - 2 percent
- (2) Overseas and Alaska – 5 percent

b. When the percentage of out-of-stock items exceeds the maximum acceptable percentage above, the commissary officer or store manager must determine the cause and take immediate action to correct the deficiency.

3-17. **PULLBOOKS/PULLSHEETS.** Pullbooks are only used in stores which have attached warehouses and do not scan orders from bar code shelf tags. Set up pullbooks in approximately the same order as the layout of the sales store or the resale warehouse. Use the pullbook for recording the daily order of merchandise needed for stocking the sales store and pulling merchandise from the warehouse. New pullbooks will be used for each month.

3-18. **SHELF SPACE MANAGEMENT.** An effective shelf space management program will be maintained. The work-hours used for replenishing merchandise are directly influenced by the amount of stock the shelves can hold. Proper shelf space management will provide a systematic way to determine necessary stock levels and shelf capacities.

a. An effective space allocation program will help maintain an adequate product mix and representation of all merchandising groups, provide for acceptable in-stock positions, simplify customer shopping patterns by keeping compatible items in the same general area, make the sales floor eye-appealing, and increase productivity by facilitating the stocking of merchandise.

b. The demand for products will vary from one commissary to another as dictated by customer preference. The effectiveness of the shelf space management program depends upon the efficient use of all shelf cubic footage, as well as the number and sizes of shelves and placement of shelving. In order to ensure that each grocery fixture will be used to its fullest cubic capacity, a shelf space allocation program will be developed and updated on a regular basis and adhered to at each store. A master layout will be maintained at the store. The region merchandising branch will provide assistance in developing space allocation programs. General guidance for merchandise layouts and space management will be provided to the regions by headquarters, DeCA, Operations Directorate, Merchandising Branch.

### 3-19 **RETURNABLE/REFUNDABLE CONTAINERS.**

a. Commissary officers are authorized to stock beverages in returnable, i.e., refundable containers. The determination to stock these items should be based on the availability of manpower, adequate display space and recurring patron demand. Commissary officers will handle returnable containers in accordance with the policies established by the host installation and state laws.

b. Some states require that container levies be assessed against sales of bottled and canned soft drinks. To ensure that there are no problems in processing container levies and that the customer is not charged a surcharge on the levy, the following procedures apply:

(1) Items will be entered into the scanning system price look up (PLU) file using the link feature. All existing systems have the link capability. When the item is scanned, the levy will automatically be added to the purchase and a two-line entry will be printed on the customer receipt tape. The first line is the item description and amount and the second line is the levy type (container deposit, bottle deposit, etc.) and amount, as shown:

Canned Drink	\$1.49
Cntrdep	.30

(2) Departments set up for the levy in the various scanning systems are non-surchargable. The following department codes are used within the former Services' commissaries:

Air Force	Dept#7700
Army	Dept#5000
Marine Corps	Dept#9700
Navy	Dept#20

(3) With the exception of the Navy systems, department totals are added to the grocery department total automatically at the end of the day. Levies in Navy systems will appear as "other income" on financial reports and must be added to the grocery department total for the Report of Deposit.

(4) Shelf labels will reflect the price of the item only, and shelf talkers will be used to tell the customer about the levy.

(5) Vendor price quotes will contain a separate line item for the levy amount.

(6) For receiving purposes, a dummy item number must be established for the levy cost to receive the item, as required by the applicable system, as follows:

(a) ACOS system – dummy UPC number.

(b) DIBS system – dummy NSN number.

(7) To process the receipt into Standard Automated Voucher Examination System (SAVES), the combined total of the receipt for the item amount and the levy amount will be entered into the system as the receipt amount.

## Chapter 4

### Shelf Labels

4-1. **SHELF LABEL MANAGEMENT.** Maintaining a quality shelf label program is of great importance. An accurate shelf label is the tool for communicating prices to customers. Customers have the right to expect a readable, highly visible shelf label with the right selling price. Customers should never have to worry that the register will not charge the price that is on the label. When discrepancies occur between the displayed shelf price and the scanning price, the customer will pay the lower of the two prices. The discrepancy will be corrected immediately. An outstanding shelf label management program conveys a positive image of the store to the patron. Sloppy shelf labels and poor price management reflect badly on commissary management.

a. Automated stores will have a legible shelf label for every item. The label will show the selling price, cost per unit of measure where system has the capability (such as price per ounce), brand name, size of container, UPC or stock number, ➔deletion◀ and department number. ➔*IMpulse*, January 1999◀

b. For commissaries not on scanning, every item will be individually price marked. The only exception will be those items in the PLU file. Grocery items in the look-up file will have a legible shelf label or sign reflecting the item's nomenclature and brand name, size of the container, price, number of facings, and where possible the cost per unit of measure.

4-2. **SHELF IDENTIFICATION LABELS.** Use gummed item identification shelf labels produced by the automated system or typewriter to identify shelf allocations.

a. Print labels with fresh printer ribbons that produce a high quality dark print. Change ribbons frequently. Pale and illegible labels are not acceptable and will result in shelf scanning problems when wanding orders.

b. Shop-worn and dirty labels are not acceptable and should be replaced even though the item's price has not changed.

4-3. **HANDWRITTEN SHELF LABELS.** Handwritten labels will only be used until a computerized or typewritten label can be obtained.

4-4. **INFORMATION ON LABELS.** Make sure labels contain, as a minimum, stock number or UPC, nomenclature, department number, ➔deletion◀ selling price, and price per unit of measure. ➔Region Directors may, at their option require that some or all region commissaries maintain the number of item facings on item shelf labels.◀ ➔*IMpulse*, January 1999◀

4-5. **PLACEMENT OF LABELS.** Once the initial shelf space allocation is determined and the commodity group is set, the item identification label should be applied directly to the shelf molding. Place shelf label below the left facing of the item's set or display location. ➔deletion◀ All price change shelf labels will be in place before the store opens each day. ➔*IMpulse*, January 1999◀

4-6. **MAINTAINING SPACE ALLOCATION.** Ensure shelf space allocations are maintained by assigning one individual the dual responsibility of maintaining these tags and making shelf adjustments as

required. Make sure product movement is periodically spot checked to determine which items are either under or over allocated shelf space. Make spot checks on paydays and other busy days.

4-7 **SHELF LABEL REQUIREMENT.** Shelf labels are required on all items in the grocery department. Shelf labels for items displayed on pegboards may be applied to the back of the gondola under the "J" hook. Stores without scanning are authorized to eliminate shelf labels on the commodity groups listed below, but items must be price marked:

- a. Frozen foods.
- b. Dairy products.
- c. Spices.
- d. Vitamins.
- e. Daily delivered vendor stocked items.

4-8. **VENDOR SUPPLIED ID TAGS.** Vendor supplied identification (ID) tags may be used for spices, baby food, and blind made products.

4-9. **MINICOM.** Shelf labels are not required for branch or MINICOM stores without scanning systems. All merchandise will be priced.

4-10. **DELETED ITEMS.** Use a highlighter pen to mark shelf labels of items that have been deleted. This will assist in the ensuring that deleted product space will be reallocated, once stocks of deleted items have been depleted.

4-11. **NEW ITEMS.** Make sure new items have a label on the shelf prior to stocking.

4-12. **PRINTING NEW LABELS.** Scanning stores must have a new label printed whenever a product changes price and the label applied to the shelf, prior to the store opening. Incorrect prices are misleading and often result in complaints from our customers.

4-13. **COST PER UNIT OF MEASURE PRICE.** Where this capability exists in the automated systems which produce labels, identify all labels that do not have a cost per unit of measure price and get replacement labels. Labels that do not show the cost per unit of measure pricing information often indicates that the unit price field in the item record is blank. The item manager has not completed the job and needs to be informed along with the commissary officer.

## →Chapter 5

### PRICING VERIFICATION

5-1. **GENERAL.** Pricing accuracy is a fundamental element of inventory accountability. An automated two-step price verification process has been developed to validate pricing accuracy. The first step in this process requires the region /area Information Management (IM) personnel to initiate the automated DIBS/POS-M price file comparison program. This program compares the prices and UPCs in the commissary's POS-M system to prices and UPCs in the store's DIBS files. No PDED is used during this first step. The second step requires stores to use a POS-M PDED to compare shelf label prices to POS-M prices. Additionally, the region/area has the option of using the automated price file comparison program to accomplish item file comparisons. When accomplished, the program will compare what items are in the store's POS-M PLU file and not in the store's DIBS file and vice versa. The region should review this report for no matches and clean up the file to reduce the number of non-matches between DIBS and POS-M.

5-2. **COMPARING POS-M PRICES TO DIBS PRICES (CONUS EXCEPT ALASKA COMMISSARIES).** Note: OCONUS and Alaska stores that receive items using DIBS-DOORS program are to accomplish price verifications as outlined below in paragraph 5-4 until automated DIBS/POS-M price file comparison program is changed. Non-POS-M stores will also accomplish price verifications as outlined in paragraph 5-4 until POS-M is implemented.

a. Region/area IM personnel will initiate the DIBS/POS-M price files comparison program once a month for each store more often if so desired by the region. Regions/Area IM personnel are to publish and provide to each store a schedule identifying the stores and dates the program will be accomplished. This program should be timed to occur after the beginning-of-month or mid-month price changes. Region/area IM personnel are to ensure that DIBS flat file used during this process is deleted after the report has been successfully printed. IM personnel can run multiple stores at the same time.

b. When the DIBS to POS-M price file comparison is completed, the program will print an exception report at the store or optionally at region/area level that identifies only the price mismatches between the commissary's POS-M price and DIBS price. See **Figure 5-1**. The report prints the item UPC number, DIB price, POS-M price, nomenclature and "flags" to identify local VPR (V), and produce items (P). Items that are not centrally priced, i.e., tobacco products, random weight items, and items on produce look-up codes are NOT included in the price file comparisons.

c. Commissary personnel assigned to research and correct price mismatches should first attempt to resolve all mismatches at commissary level. If any price mismatches cannot be resolved through research at commissary level, assigned personnel will call their MBU file maintenance point of contact to obtain the current quoted price for the item(s) in question, and then follow up as necessary to correct price mismatches. Any such contacts with MBU personnel will be documented on the report by recording the date/time of contact and the name of the MBU personnel contacted.

d. Upon completion of the corrective action, assigned personnel will annotate the following on paper.

(1) As necessary, record notes about unusual circumstances discovered during the research of price mismatches that might be indicative of a need for process/systemic improvements and notify the region.

(2) Sign and date the report to indicate that all price mismatches have been corrected. File completed reports, and maintain them for at least the previous 12 months.

**5-3. COMPARING SHELF LABEL PRICES TO POS-M.**

a. To ensure pricing integrity, shelf label prices must also be compared to prices in the POS-M system using the POS-M PDED in Shelf Audit Mode. A 100 percent check of all promotional items will be accomplished weekly and a 100 percent verification of shelf labels to POS-M will be accomplished monthly.

b. Upon completion of the shelf label checks and correction of discrepancies, the assigned personnel will annotate on a log the following information:

- (1) Week of and section verified.
- (2) Employee name.
- (3) Accuracy rate.
- (4) UPC number of the error.
- (5) Label and POS-M prices.
- (6) Cause of pricing discrepancy.

c. The log will be maintained for at least the previous 12 months.

**5-4. PRICE VERIFICATION PROCEDURES FOR NON-POS-M STORES AND OCONUS AND ALASKA STORES USING DIBS-DOORS.**

a. Until the installation of POS-M or DIBS-DOORS system changes (Alaska/Overseas), these commissaries will continue to perform 100 percent monthly price verification of grocery items using DIBS PDED and the DIBS region computer. Verification of shelf prices to POS will be conducted weekly for all promotional item displayed prices. A 100 percent verification of shelf labels to POS will be accomplished monthly.

b. The price verification function in DIBS matches the price of an item on the store shelf with its current price in DIBS. Store personnel scan the shelf tag and enter the store shelf price of an item into DIBS PDED. The PDED information is transmitted to DIBS, data is validated, and a report is printed at store level. If the prices are equal, no action is taken. If prices differ, the cause of the difference must be determined. If any price mismatches cannot be resolved through research at commissary level, assigned personnel will call their MBU file maintenance point of contact to obtain the current quoted price for the item(s) in question, and then follow up as necessary to correct price errors. Any such contacts with MBU personnel will be documented on the report by recording the date/time of the contact and the name of the MBU personnel contacted.

c. For Europe, assigned personnel will contact the region buyers or file maintenance clerk for the resolution of price discrepancies for any price mismatches that cannot be resolved at the commissary level.

d. The completed and signed reports will be filed and maintained for at least the previous 12 months.

5-5. **SUPPLEMENTAL PRICE CHANGES.** When prices are changed in DIBS, the DIBS system generates a supplemental price list that is printed at store level. A copy of this price list will be provided to the commissary support personnel for immediate input to POS-M/POS. The commissary support clerk will verify that POS-M/POS has been updated and the labels have been changed. After verification, the commissary support clerk will sign and date the report. The reports will be maintained for 1 year.

5-6. **MINI-COM PRICING VERIFICATION.** The same procedures described above will be used to verify prices in the mini-com.



Jan 8 13:10 1999 Commissary Name Page 1

NOTE: \$ XCPSN(exceptions) are price differences between dibs & plu!  
 FLAGS - V for 'VPR' P - for Produce

XCPSN	UPC	DIBS\$	PLU\$	DESC	FLAGS
\$	[001130048086]	[\$0000169]	[\$0000149]	[CNDY SMUCKERS JELLY BEANS	[I ]
\$	[001200000017]	[\$0000590]	[\$0000399]	[SODA	[I V]
\$	[001200000053]	[\$0000590]	[\$0000399]	[SODA DIET	[I V]
\$	[001370051224]	[\$0000110]	[\$0000069]	[CUPS HOLIDAY	[I V]
\$	[001370054740]	[\$0000110]	[\$0000069]	[PLATE 7IN HOLIDAY	[I V]
\$	[001370054835]	[\$0000110]	[\$0000069]	[PLATE 8N78 HOLIDAY	[I V]
\$	[001500000963]	[\$0000051]	[\$0000000]	[BTTRNUT SQUASH N CRN TNDR HRV	[I ]
\$	[001840000445]	[\$0000439]	[\$0000219]	[COFFEE HOL TIN	[I V]
\$	[001900000343]	[\$0000079]	[\$0000040]	[CNDY GUMMI SAVERS	[I V]
\$	[002100061507]	[\$0000263]	[\$0000124]	[CHEESE SINGLES COLOR	[I V]
\$	[002840002045]	[\$0000220]	[\$0000149]	[LAYS REGULAR POTATO CHIPS	[I ]
\$	[002840002052]	[\$0000220]	[\$0000149]	[LAYS WAVY REG POTATO CHIPS	[I ]
\$	[002840005397]	[\$0000220]	[\$0000149]	[WAVY AU GRATIN	[I ]
\$	[002840005420]	[\$0000220]	[\$0000149]	[KC MASTERPIECE	[I ]
\$	[002900007214]	[\$0000499]	[\$0000250]	[NUTS COCKTAIL 3PK HOL GIFT	[I V]
\$	[002900007662]	[\$0000299]	[\$0000150]	[ TIN PRETZELS CHOCOLTE COVERED]	[I V]
\$	[003080000932]	[\$0000089]	[\$0000045]	[CNDY CANE RED WHT N GREEN	[I V]
\$	[003080000962]	[\$0000189]	[\$0000092]	[CNDY SM CNE RED N WHT PPRMNT	[I V]
\$	[003590002902]	[\$0000199]	[\$0000099]	[DOMINO STAR	[I V]
\$	[003600018339]	[\$0000609]	[\$0000000]	[LTL SWIMMER SML UNISEX PANT	[I ]
\$	[003776310201]	[\$0000076]	[\$0000085]	[EGGS EXTRA LARGE	[I ]
\$	[003776310202]	[\$0000075]	[\$0000084]	[EGGS LARGE	[I ]
\$	[003904700115]	[\$0000269]	[\$0000135]	[CAKE FINGERS	[I V]
\$	[004000000242]	[\$0000125]	[\$0000062]	[CANDY CANE	[I V]
\$	[004300027695]	[\$0000729]	[\$0000299]	[BROWNIE LOVERS PACK	[I V]
\$	[004688310103]	[\$0000595]	[\$0000299]	[CASHEWS WREATHBOX	[I ]
\$	[005113157634]	[\$0000199]	[\$0000159]	[TAPE MAGIC 34 X 300 PLS 150 IN	[I V]
\$	[005490003007]	[\$0000299]	[\$0000199]	[SODA 12CT 12OZ	[I V]
\$	[007127913201]	[\$0000118]	[\$0000104]	[SALAD SPINACH	[P ]
\$	[007235000011]	[\$0001450]	[\$0000060]	[DRINK CHOCOLATE	[I ]
\$	[009480508008]	[\$0000850]	[\$0000425]	[SHPR PET GIFT BOX	[I V]
\$	[030521099900]	[\$0000149]	[\$0000079]	[LOTION HAND NAIL FORMULA	[I ]
\$	[030521460900]	[\$0000149]	[\$0000079]	[LOTION ANTI BACTRL INTNSV CARE]	[I ]

Total DIBS records processed -&gt; 12239

Total PLU records processed -&gt; 13699

Total \$\$\$ exceptions processed -&gt; 112

Figure 5-1 ↔ C3 February 1, 1999 ←

## Chapter 6

### TOBACCO PRODUCTS

#### 6-1. **MERCHANDISING TOBACCO PRODUCTS.**

- a. No VPRs will be accepted for cigarettes or other tobacco products.
- b. Cents off coupons affixed to cigarette cartons may be accepted if incidental to general public participation. Coupons offered to customers through periodicals, newspapers, etc., may be accepted. "Military only" coupons will not be accepted for cigarette or other tobacco products.
- c. No special promotional activities such as giveaways, sampling, or premiums are allowed.
- d. No off-shelf displays or point of sale (POS) materials highlighting the tobacco department are allowed unless they are an integral part of the existing décor.

#### 6-2. **PRICE DISCOUNTS ON TOBACCO PRODUCTS.** The following are two special situations where price discounts on tobacco products may be accepted.

- a. Price discounts resulting from normal quantities ordered over a specific time period are considered performance awards and may be accepted if reductions are made off of invoice.
- b. Discounts given as part of the introductory program for a new item are not considered VPRs and may be accepted if offered to the general public and are made off invoice.

6-3. **SIGNAGE ON SALE OF TOBACCO PRODUCTS.** Commissaries will post in a conspicuous place the applicable local, state, or host country laws concerning restrictions on the possessions of untaxed tobacco products. Where no law exists, the installation commander will be requested to determine sales limitations applicable for the installation. Normally, except in unusual circumstances as determined by the installation commander or designee, the limit will be set at no more than four cartons of cigarettes. This provision allows the installation commander latitude in dealing with state or local tax officials and does not convey authority to prohibit the sale of tobacco products. In addition, all commissaries will display posters stating the Surgeon General's warnings about hazards of using tobacco products. (Not applicable to Cigars and Smokeless Tobacco Products.)

6-4. **INVENTORY OF TOBACCO PRODUCTS.** In accordance with DeCA Directive 40-21, Subsistence Accountability Inventory Procedures, commissaries are not required to conduct monthly inventories on tobacco products. However, region directors/commanders may require commissaries to conduct monthly inventories when grocery losses in the previous accountability inventory exceeded .65 of one percent and tobacco products are suspected of having contributed to the loss, or when tobacco accountability is suspect.

## Chapter 7

### DAIRY SECTION

- 7-1. **DISPLAY CASES.** Each morning, prior to store opening, make sure the milk display cases and/or dolly racks are clean and fully stocked.
- 7-2. **QUALITY CONTROL.** The dairy section worker will check the expiration dates prior to loading the cases. Always make sure that product is rotated properly using the First In, First Out (FIFO) method. Spot check your code dates daily. Be especially careful to check code dates when receiving, to ensure that products have sufficient shelf life remaining for rotation and sale prior to pull date.
- 7-3. **SANITATION.** Make sure all spills are cleaned up immediately.
- 7-4. **RESTOCKING.** Restock all display cases and/or dolly racks according to an established schematic plan. Adjust the space to accommodate sales demand of each item.
- 7-5. **ORDERING STOCK.** Order stock to replenish dairy products, according to the delivery schedule established for the commissary. Always maintain adequate back up stock. Automated stores will maintain a current copy of the daily/frequent in-checking document in the folder and use it to receive and verify price, size, and authorized items. Stores not on DIBS should continue to use their applicable interim system.
- 7-6. **EGG SECTION.** Make sure the dairy stocker checks the egg section as often as you, the grocery manager, feel is necessary to remove broken packages of eggs from the case and to restock when needed.
- 7-7. **PRODUCT QUALITY.** Keep it fresh, keep it cool, and keep it moving.
- 7-8. **CUSTOMER RELATIONS.** Talk to customers regularly. They will tell you what they like or dislike. Be sure to pass their comments and/or requests on to the commissary officer or store manager.
- 7-9. **EQUIPMENT CHECKS.** Periodically check equipment for proper operation.
- 7-10. **DeCA FORM 40-9.** If automated recording thermometers or alarm systems are not installed, record temperature checks on DeCA Form 40-9, Daily Maintenance Log (**Figure 7-1**), for all display cases, walk-in boxes, and cold storage facilities, according to commissary operating instructions.
- 7-11. **MAINTAINING TEMPERATURE CHARTS.** Maintain temperature chart(s) in a folder or binder in a convenient location outside the view of the patron.
- 7-12. **EQUIPMENT LIST.** Maintain a list of the equipment to be checked and the required temperature for each unit in the folder. Also list the hours of the day and length of each defrost cycle for each unit. This information can be obtained from your refrigeration maintenance technician.
- a. Ensure that temperatures are within the allowable variances.
  - b. The temperature may vary between 34 and 37 degrees Fahrenheit in the cheese and dairy refrigerated storage room. Eggs must be held and displayed at 34-40 degrees Fahrenheit.

7-13. **WHEN TO CHECK THE TEMPERATURES.** Annotate temperature charts three times daily. In commissaries that do not have an alarm system, ensure equipment and storage temperature checks are performed on non-operating days. On non-operating days, make temperature checks twice; once in the morning between the hours of 0700 and 0900 and in the evening between the hours of 1600 and 1800; one check will be after a defrost cycle. Also, check temperatures anytime there is a violent thunder storm or known power outage. Know how to reset compressors. In stores with automatic refrigeration alarms, check alarm systems weekly, preferably on the evening prior to a non-operating day.

7-14. **RECORDING RESULTS.** Record results of checks on Daily Temperature Maintenance Log, DeCA Form 40-9 (**Figure 7-1**), which is located close to the alarm system control.

7-15. **NON-OPERATIONAL ALARMS.** When the alarm systems are not operational during non-operating days, follow the same procedures listed above for stores without alarm systems.

7-16. **REFRIGERATED TRUCKS/VANS.** Ensure temperature surveillance is scheduled and conducted for refrigerated trucks and seavans.

DAILY TEMPERATURE MAINTENANCE LOG (Per use of this form, see DeCAD 40-3; OPR is DOJ)										*Indicates Plus or Minus Chamber will record actual time and temperature and initial in appropriate block.							
DEFOST CYCLE HOURS:										CASE IDENTIFICATION:							
TO 6:00 AM		TO 8:00 AM		TO 8:00 PM		TO 7:00 PM		ALARM SYSTEM?		<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO (Check one)							
DEPARTMENT				PROPER TEMPERATURE RANGE				PERIOD (Month/Year)									
				-10 TO -9				DECEMBER 90									
TYPE OF EQUIPMENT: (Check one)										<input type="checkbox"/> FREEZER		<input type="checkbox"/> DISPLAY CASE		<input type="checkbox"/> CHILL BOX		<input type="checkbox"/> STORAGE	
DATE	TIME	TEMP	DEF	TIME	TEMP	DEF	TIME	TEMP	DEF	TIME	TEMP	DEF	COMMENTS				
1	6:20	-6	Ky	11:20	-5	Ky	15:20	-10	Ky	20:00	-0	Ky					
2																	
3																	
4																	
5																	
6																	
7																	
8																	
9																	
10																	
11																	
12																	
13																	
14																	
15																	
16																	
17																	
18																	
19																	
20																	
21																	
22																	
23																	
24																	
25																	
26																	
27																	
28																	
29																	
30																	
31																	

DeCA Form 40-9, Jul 91

Supersedes TSA Form 126-R

Figure 7-1, DeCA Form 40-9, Daily Temperature Maintenance Log

## Chapter 8

### FREEZER SECTION

8-1 **USE OF SUGGESTED LAYOUTS.** Develop a layout of your freeze area(s) depicting the desired storage location of items stocked. Items should be stored by commodity groupings in alignment with the area or sequence that they are placed on the resale floor.

8-2 **POSTING FREEZER LAYOUTS.** In non-scanning stores, post a copy of the layout near the freezer work area. Make sure all stockers are trained to stay within allocated areas for their products. In scanning stores, product location will be identified with shelf labels.

8-3. **REVIEWING PRODUCT MOVEMENT.** On a daily basis, review the product movement in the display cases and adjust space allocation if required.

8-4. **CUSTOMER RELATIONS.** Talk to customers to determine new product requests and pass on their suggestions and comments to the commissary officer or store manager.

8-5. **DAMAGED PRODUCTS.** Pull damaged products from the display cases as needed. Place damaged products in appropriately marked containers (20 gallon trash cans with liners and lids are recommended) until disposition is accomplished. (See Chapter 10 for Price Reductions.)

8-6. **GUARANTEED SALE MERCHANDISE.** Segregate from the damaged stock merchandise, those items that are “guaranteed sale” and return to vendor for full credit.

8-7. **STOCK ROTATION.** Make sure stockers pull old stock first. Check labels in the freezer storage on a regular basis to prevent the occurrence of outdated stock.

8-8. **USING CORRECT CASE LABELS.** Due to the multiple use of freezers, make sure stockers use the correct color-coded labels on cases if items are to be priced on the display shelves (not applicable in scanning stores).

8-9. **EQUIPMENT CHECKS.** Periodically check equipment for proper operation.

a. Maintain a list of the equipment to be checked and the required temperature for each unit in the folder. Also list the hours of the day and length of each defrost cycle for each unit. This information can be obtained from the refrigeration maintenance technician.

b. If recording thermometers or alarm systems are not installed, record temperature checks on Daily Temperature Maintenance Log, DeCA Form 40-9 (**Figure 7-1**) for all display cases, walk-in boxes, and cold storage facilities, according to commissary operating instructions. Maintain the temperature chart(s) in a folder or binder in a convenient location outside the view of the patron.

c. Ensure freezers are operating within the allowable temperature variance to maintain frozen grocery products at minus 10 to 0 degrees Fahrenheit.

8-10. **WHEN TO CHECK TEMPERATURES.** Annotate temperature charts three times daily. In commissaries that do not have an alarm system, ensure equipment and storage temperature checks are performed on non-operating days. On non-operating days, make temperature checks twice; once in the

morning between the hours of 0700 and 0900 and in the evening between the hours of 1600 and 1800; once after completion of the defrost cycle. Also, check any time there is a violent thunderstorm or known power outage. Know how to reset compressors. In stores with automatic refrigeration alarms, check alarm systems weekly, preferably on the evening prior to a non-operating day.

8-11. **RECORDING RESULTS.** Record results of checks on a Daily Temperature Maintenance Log DeCA Form 40-9 (**Figure 7-1**) placed close to the alarm system control.

8-12. **NON-OPERATIONAL ALARMS.** When the alarm systems are not operational during non-operational days, follow the same procedures listed above for stores without an alarm system.

## Chapter 9

### VENDOR OPERATED BAKERIES

9-1. **AUTHORIZATION.** Vendor operated bakeries are authorized to be established under DeCA contracts within the Grocery Department on a self-supporting basis to enhance patron service. The type of bakeries used by DeCA is the bake-off bakeries. A complete line of frozen, ready to bake products is delivered on a frequent basis, based on patron demand. These products are stored in the Grocery Department frozen food freezers. Product must be segregated from grocery merchandise and secured. The contractor maintains ownership until it is purchased at the checkout by the customer. The items are placed in a Retarder or Chill box (to thaw) and then placed in a Proofer (to rise). They are then placed in ovens and baked, giving the store the ability to provide fresh baked products all day.

9-2. **STOCK SELECTION.** The region and vendor will discuss the initial selection of stock. The price of bakery products from a vendor should be commensurate with quality, patron convenience, and service provided by the best bakeries in the commercial sector. Further, the price of the items stocked will offer the commissary customer a cost savings compared to costs of bakery goods as those in local supermarkets or local bakeries.

9-3. **PRODUCT RING-UP.** Ensure cashiers are aware of the requirement to either scan the item's bar code label, key in the item's bar code number if the UPC bar code won't scan, or key in the item's look-up number (if applicable).

a. Commissaries normally carry direct store delivery (DSD) bakery items, e.g., bread, rolls, buns, etc., in the grocery department. These items are not part of the contractor-operated bakery and will be scanned in a separate bakery department at the checkout.

b. You must ensure checkers are thoroughly versed in the procedure by checking each cashier, in coordination with the customer service supervisor. Where required, you must also ensure all vendor operated bakery and grocery bakery items are properly marked to assist checkers in crediting items to the right account.

9-4. **BAKERY MARK-UP.** The product must be priced to ensure the total price for the item appears on the outer package of the item for the customer.

9.5 **VENDOR SELECTION.** The selection of a bakery contractor will be made by the DeCA West Service Center, consistent with competitive procurement procedures.

9-6. **DISPLAYING PRICES.** Ensure prices are displayed for patron convenience either on a "menu board" or on individual price tags.

9-7. **LABELING REQUIREMENTS.** FDA Food Safety and Applied Nutrition Division's regulatory guidance requires labeling for packaged goods. The label must contain the name and address of the manufacturer, packer, or distributor of the dough or base product, product identity, net weight, and ingredients in descending order of predominance by weight. Labeling is required for example, when portions of the morning's bake-off are prepackaged for self-service, as may be customary for donuts and pastries. Ingredient labeling is not, repeat, is not required for over-the-counter purchases when products are displayed individually and bagged, boxed, or wrapped after a customer's selection.



9-8. **PRICE ACCURACY.** Store management must check prices to verify their accuracy. The frequency of checks should be determined by region directors/commanders.

➔9-9. **PRODUCT SAMPLING.** Commissary officers may authorize vendors to conduct in-store product demonstrations for customer sampling of products available in the commissary. These types of in-store activities provide a service to our patrons and encourage product sales. Store employees, unless they are off duty and in the store as patrons, are not permitted to participate in product samplings. However, DeCA employees may participate in sampling of products if it is to assist in determining product acceptability and only sample size quantities are consumed. ◀ ➔ *IMpulse*, Apr 1997 ◀

9-10. **CUSTOMER PRODUCT DEMAND.** Talk to customers and have suggestion forms available for input on types of items to carry. However, if a product fails to create a patron demand, offer it only on a special request. Do not waste display space on items that have no customer demand.

9-11. **SPECIAL ORDERS.** Store management must make sure special orders can be obtained by customers in a reasonable time. Have DeCA Form 40-1, Commissary Patron Special Order Request (**Figure 9-1**) available for use.

9-12. **PRODUCT FRESHNESS.** Baked goods produced or defrosted in the commissary bakeries must be sold quickly. Develop a reliable method to identify and record date of production or date removed from freezer. Baked goods must not be kept longer than the “sell by” date. Recommended sell by dates for baked goods is as follows:

<u>ITEM</u>	<u>SELL BY(HOURS)</u>
BREAD – White (loaf), Raisin (loaf), Sour Dough (round), French (long), Italian, Rye (dark and light) .....	24
SLICED BREAD.....	48
ROLLS – Hamburger, hot dog, Kaiser, Parker-House, Dinner, Hard .....	24
Rye, Croissant (assorted) .....	48
BREAKFAST ROLLS – Cinnamon (glazed), Caramel Nut, Raisin (glazed), Bear Claws, Pecan.....	24
BREAKFAST DANISH – Apple pockets (glazed), Cherry pockets (glazed), Almond (glazed), Pecan Cheese (glazed), Cherry Cheese (glazed), Pecan Honey (glazed), Blueberry Pockets (glazed) .....	24
SPECIALTIES – Cream Puffs, Eclairs .....	24
Apple Strudel, Cherry Strudel, Apple turnovers, Cherry Turnovers.....	48
Blueberry, Corn, Bran Muffins.....	48-72
PIES – Apple, Dutch, Lemon, Cherry, Peach, Pumpkin, Pecan, Berry (black/Blue/Boyson),.....	72
Assorted Cream .....	24

RAISED – Glazed Donuts.....	4-6
Jelly (sugar/iced) Donuts, Long Johns (iced), Crème (iced) Donuts, Apple Fritters, Cruellers (iced) .....	24
CAKE – Sour Cream (glazed/plain) .....	24
CAKE – Chocolate (iced/glazed), Plain (pwd sugar), Apple-Spice (glazed), Devils Food (glazed/iced), Pound Cake, Carrot (iced), Angel Food (iced), White (iced/nut), Spice (iced) German Chocolate, Chocolate-iced, (may be decorated).....	48-72
Cookies – Chocolate Chip, Brownie, Sugar, Macaroons, Oatmeal, Spice, Peanut Butter .....	5 days

9-13.    **BAKERY SANITATION.** A cleaning and sanitizing program, to include frequency of cleaning, will be developed by the vendor. Approved cleaning and sanitizing agents and procedures for cleaning all equipment, floors, cases, and refrigerated units will be stated in the program. A cleaning chart will be conspicuously posted for employee reference. Personnel hygiene and pest control will be closely monitored.

COMMISSARY PATRON SPECIAL ORDER REQUEST		
(For use of this form, see DeCAD 40-3, Office of Primary Responsibility DO.)		
TO (DEPARTMENT)		
GROCERY DEPARTMENT		
ITEMS REQUESTED		
6 CANS BABY FORMULA - ENTANIL 13oz W/IRON RTE		
2 CANS DEL MONTE WHITE GREEN BEAN 15 1/2 oz		
2 CANS STOKLEY'S CREAM CORN 15 1/2 oz		
2 CANS STOKLEY'S BABY LIMA BEANS 15 1/2 oz		
DATE ITEMS NEEDED	PATRON'S NAME	PHONE NO.
15 DEC 89	GARY SODA	321 5566
EMPLOYEE ACCEPTING ORDER		DATE
SUE CLERK		12 DEC 89

DeCA Form 40-1, Aug 91

Figure 9-1, DeCA Form 40-1, Commissary Patron Special Order Request

## Chapter 10

### DAMAGED MERCHANDISE

10-1. **DAMAGED MERCHANDISE CONTROL PROCEDURES.** DeCA commissaries will only sell food products that are in good, safe edible condition. Outdated and damaged food/food products will not be sold unless items are approved by medical food inspectors. Non-edible food items may be sold at reduced price if the product can be used as originally intended.

a. The commissary officer will designate in writing a person or persons to be the damaged merchandise control monitor(s).

(1) The damaged merchandise control monitor is totally responsible for maintaining merchandise placed in the damaged merchandise area. The monitor will keep the area neat, clean and in a sanitary condition at all times.

(2) Damaged merchandise will be physically segregated from undamaged items and stored in an appropriately marked container or placed on a separate pallet. Twenty-gallon trash cans with liners and lids or other suitable leak proof containers are recommended for storing perishable food in refrigerated areas.

(3) Undamaged items that were separated from damaged items will be cleaned and placed on display shelves at the full price as soon as possible.

b. The commissary officer will provide the necessary guidance and standards, and monitor the damaged merchandise control area.

c. Guaranteed sale items will be returned to the vendor for full credit.

d. Edible items offered for sale at reduced price must be inspected for wholesomeness by the medical food inspector prior to display or sale.

10-2. **VENDOR REIMBURSEMENTS FOR UNSALABLE MERCHANDISE.** Vendor stocked merchandise that is willfully or maliciously damaged is considered an abnormal loss, and regardless of dollar amount will be recorded on a VCM for vendor reimbursement. Vendor or contracted stocker damage incurred through normal handling/stocking is considered a normal loss and is not subject to vendor reimbursement.

a. Outdated merchandise resulting from a vendor written or suggested order is authorized full credit reimbursement on a VCM (or credit slip for DSD items).

b. Outdated merchandise as a result of poor rotation, excessive ordering, or lost customer interest, will not be returned to the vendor for credit.

c. Close dated merchandise received voluntarily at a reduced price is not authorized vendor reimbursement when the product goes out of date, unless mutually agreed upon at the time of sale was negotiated.

d. Guaranteed sale items are authorized reimbursement or buy back when the vendor agrees to the stipulation as part of the terms of the sale or promotion. Vendor samples in the deli, bakery, or grocery department are reimbursable through a VCM.

e. Reimbursement for infestation prior to receipt is a vendor's responsibility and can be credited with a VCM or with product recall procedures, identified in ALFOODACT messages.

f. Reimbursement for latent damage (concealed damage incurred in shipment, but not discovered until after the receiving process) is a transportation officer responsibility, not the commissary officer. Do not solicit reimbursement from the vendor. This is covered by the Report of Shipment/Report of Discrepancy (ROS/ROD) or OCONUS installation transportation officer process.

g. Product losses resulting in refrigeration failure and "Acts of God" are documented as abnormal losses on reports of survey and are not vendor reimbursable.

10-3. **COORDINATION WITH MEDICAL FOOD INSPECTOR.** Coordinate with the medical food inspector to determine which food items are suitable for price reduction and which must be disposed of.

10-4. **PROCESSING DAMAGED MERCHANDISE.** Once the medical food inspector has made a determination as to which items are edible and which are non-edible, the following apply:

a. For those items certified as edible, the responsible person will block out the item's unit product code (UPC) by placing a vertical line through the UPC with a black (dark) felt tip pen.

b. Use a special price label to identify damaged items that are reduced for quick sale. Reduced price labels may be hand written in ink or may be applied by suitable price label equipment at the option of the commissary officer. The item will then be placed in the area designated by the commissary officer for resale.

c. Items certified as non-edible will be disposed of by the responsible person in a dumpster, compactor, or by other means provided by the installation civil engineer.

d. Edible, but unmarketable merchandise which had been offered for sale at a reduced price, but did not sell in a reasonable period of time (7-14 days) may be donated to authorized food banks. Product must be certified by the medical food inspector as fit for human consumption prior to release.

(1) The commissary may act as a conduit for vendors to donate edible items to the food bank, but must receive full reimbursement from the vendor before donation. The vendor must provide written permission for such items to be donated to a Food Bank.

(2) The commissary cannot transport the donated items. The food bank must pick up all the items at the store.

10-5. **DAMAGED CLEANING SUPPLIES.** Ensure damaged cleaning supplies, which cannot be sold at reduced prices, are used as commissary operational supplies. Damaged cleaning supply type items should be emptied from their original containers into plain or generic type containers. Damaged items placed in plain generic containers must be labeled as to their contents. If supplies cannot be emptied from the original container, the merchandise must be stamped or tagged with a label: "Commissary Trust Fund (CRTF)". The label must be dated and the signature or initials of the commissary officer or designated representative annotated on the label.

10-6. **PRICE REDUCTIONS.** Price reductions are authorized for distressed merchandise to minimize losses while ensuring the wholesomeness of the merchandise. The percent of price reduction will be determined by the demand for the item. The following conditions will apply:

- a. Up to 50 percent off the original sell price can be approved by the commissary officer.
- b. Up to 75 percent off the original price can be approved by the region director/commander.

10-7. **DISPLAYING MARKED DOWN MERCHANDISE.** After markdown approval, the monitor will display the reduced price merchandise for sale. A professional sign will be posted on the display, made of plastic sheet material, blue and white letters, 14" by 16" which reads: "DAMAGED MERCHANDISE. MARKED DOWN UP TO 50PERCENT OFF REGULAR PRICE. Food items have been examined by medical Food Inspectors and are in good condition. Use right away."

10-8. **DISPLAYING FREEZE/CHILL MERCHANDISE.** Display reduced price freeze/chill products in the display location assigned to the item, that is pizza with pizza, and so forth.

## Chapter 11

### DISTRESSED MERCHANDISE

11-1 **GENERAL.** Distressed merchandise is merchandise which has lost customer demand because of noncompetitive price, change of season, age, or other reasons. These items may be reduced in price to stimulate sales to prevent a total loss to the government.

11-2. **MARKDOWN PERCENTAGES.** Price reductions will be made on an exception basis. Commissary officers may approve markdowns up to 50 percent of the sell price. Region directors/commanders may approve markdowns to a maximum of 75 percent of the sell price. Disposition instructions for items that cannot be sold after markdown of 75 percent of the sell price will be determined by the region.

11-3. **IDENTIFIABLE LOSS PERCENTAGES.** Region directors/commanders may authorize up to .10 percent (one tenth of one percent of sales) for identifiable losses for distressed merchandise markdowns. See DeCAD 40-1, Chapter 7, for additional guidance.

11-4. **DISTRESSED SUBSISTENCE ITEMS.** For distressed subsistence items, include any available documentation from the medical food inspectors, such as Class 9 inspection reports which identify products with reduced shelf life.

11-5. **DISPLAYING MARKED DOWN DISTRESSED MERCHANDISE.** After markdown approval, the monitor will display the reduced price merchandise for sale. A professional sign will be posted on the display made of plastic sheet material, blue and white letters, 14" to 16" which reads: "DISTRESSED MERCHANDISE. MARKED DOWN UP TO 50 % OFF REGULAR PRICE. Food items have been examined by medical food inspectors and are in good condition. Use right away".

11-6 **DD FORM 708, INVENTORY ADJUSTMENT MONETARY ACCOUNT.** Commissary officers are responsible to ensure DD Forms 708, Inventory Adjustment Monetary Account are prepared to account for merchandise (distress) reduced for sale to stimulate sales to prevent total loss to the government. DD Form 708, will be obtained from the Management Support Center (MSC).

11-7. **PROCESSING DISTRESSED ITEMS. AUTOMATED COMMISSARY OPERATIONS SYSTEM (ACPS).** AF stores must scan each item at the cash register terminal in the live mode to determine current selling price and to remove the item(s) from the inventory. Scanning stores will scan the items in a training mode. After scanning, be sure to void the dollar value of the sale on the register. When the items are not scanned, DD Form 708 will be manually prepared as shown in **Figure 11-1**.

- a. Ensure DD Form 708's are filled in as follows:
  - (1) Block 1 – "DATE" – Current month and year.
  - (2) Block 2 – "COMMISSARY/TISA" – Name and location of commissary.
  - (3) Block 3 – "NAME OF ACCOUNTABLE OFFICER".
  - (4) Block 4 – "DEPARTMENT"

(5) Block 5 – “ARTICLE” – Description of item. Scanning stores – Enter “SEE ATTACHED REGISTER TAPE” as shown in ACOS operations, if item is not scanned the UPC must be included in this section in order to process into the system.

(6) Block 6 – “UNIT” – Two digit code, such as CN = can, PK = package, and so forth. Scanning stores enter the markdown percentage as predetermined. Use a separate line for each predetermined percentage.

(7) Block 7 – “OLD PRICE” – Past month’s price. Scanning stores enter total of the cash register receipt without the surcharge. This is obtained by pressing the “A” modifier key and the “Total” key. On the older registers this is the tax modifier key.

(8) Block 8 – “NEW PRICE” – Current month’s price. Scanning stores multiply total in 7 by the percentage in block 6 and subtract the result from the total in block 7.

(9) Block 9 – “PRICE CHANGE” – Enter the results of block 7 minus block 8.

(10) Block 10 – “QUANTITY” – Physical count of that particular item.

(11) Block 11 – “DEBIT” (+) – Leave blank.

(12) Block 12 – “CREDIT (-)” – Quantity multiplied by price change. Scanning stores copy the result in block 9 in this column.

(13) Block 13 – “TOTAL” – Sum of all credits.

(14) Block 14 - “SIGNATURE OF ACCOUNTABLE OFFICER”.

(15) Block 15 – “VOUCHER NO” – Assigned by MSC clerk. In ACOS operations, the voucher number is assigned by the system when processed.

b. When all of the items have been scanned and marked down, the total must be obtained without the surcharge. To accomplish this, press the Void Key, “A” modifier key, and the Total key. On older registers this is the tax modifier key. Post this total to DD Form 708 in block 7. The “Sale” must be finalized to obtain the register tape to attach to the DD Form 708. In ACOS operations, the dollar value must be voided using the “H” modifier key. Using the H-modifier voids the totals in all departments including surcharge. If the scanning was done in training mode, the sale may be finalized by “Cash Tendering” the total amount. Attach the register receipt tape to the DD Form 708.

c. Use a special price label to identify distressed merchandise that are reduced for quick sale. Reprice all items with a reduced price as they are listed on the DD Form 708. Handwritten pricing is usually faster and requires less effort as reduced prices are not consistent enough to make use of price marking equipment. After the item is prepared for sale, cross out the original price marking with a non-obliterating single line. In scanning operations, the UPC on the item must be marked out by placing a line through the UPC bar code with a black (dark) felt tip pen.

d. Ensure DD Form 708 is presented to the medical food inspector for certification of wholesomeness prior to displaying for resale.

e. After mark down approval, the monitor will display the reduced price merchandise for sale. A professional sign will be posted on the display made of plastic sheet material, blue with white



letters, 14" by 16" which reads: DISTRESSED MERCHANDISE. MARKED DOWN TO 50% OFF  
REGULAR PRICE. Food items have been examined by medical food inspectors and are in good condition.  
Use right away.

INVENTORY ADJUSTMENT MONETARY ACCOUNT						1 DATE (month, day, year)	
2 COMMISSARY / TISA (organization)		3 NAME OF ACCOUNTABLE OFFICER				4 DEPARTMENT (Subsection)	
FORT AFB TX		TON WHO				GROCERY	
5 ARTICLES	6 UNIT	7 OLD PRICE	8 NEW PRICE	9 PRICE CHANGE	10 QUANTITY	11 DEBIT (+)	12 CREDIT (-)
Campbell's Tom. Soup	CN	.38	.30	.08	9		.72
Campbell's Chick Ndl Soup	CN	.45	.36	.09	8		.72
Big John Beans 28z	CN	.78	.59	.19	9		1.33
Kellogg Corn Flakes 20z	BX	1.15	.79	.36	42		4.32
Gn Gnt Qn Beans	CN	.39	.29	.10	8		.80
Appian Pizza Mix	BX	1.19	.89	.30	4		1.20
Hershey's Candy Bars	PK	3.80	1.90	.90	1		1.90
Dog Chow 25 lb	BG	7.80	6.00	1.80	4		7.20
Fruit Rollups (GM)	PK	.79	.59	.20	2		.40
H.B. Coffee 1 lb	CN	1.89	1.69	.30	3		.90
Sun Md. Raisins 15z	BX	1.15	.90	.25	2		.50
DM Peaches 29z	CN	.89	7.69	.20	6		1.20
YM Syrup 22z	BT	1.95	.89	.30	10		3.00
Hostess Coffee 2 lb	CN	3.85	3.45	.40	1		.40
SB Honey 16z	JK	1.55	1.35	.20	2		.40
Cheerios (GM)	BX	1.26	.96	.30	4		1.20
Granola (GM) 20z	BX	1.18	.98	.20	2		.40
I certify that the above items have been inspected and are fit for human consumption.							
TOTAL							26.59
14 SIGNATURE OF ACCOUNTABLE OFFICER						15 VOUCHER NO	
[Signature]							

DD Form 708, Inventory Adjustment Monetary Account.

Figure 11-1, DD Form 708, Sample of Manually Prepared  
Unscanned Distressed Items

INVENTORY ADJUSTMENT MONETARY ACCOUNT						1. DATE (Month and year)									
2. COMMISSARY / TISA (Installation)		3. NAME OF ACCOUNTABLE OFFICER				4. DEPARTMENT (Subsection)									
FORT AFB, TX		TON WHO				GROCERY									
5. ARTICLE	6. UNIT	7. OLD PRICE	8. NEW PRICE	9. PRICE CHANGE	10. QUANTITY	11. DEBIT (+)	12. CREDIT (-)								
SEE ATTACHED REGISTER TAPE	50%	29.00	14.50	14.50			14.50								
	75%	29.00	21.75	7.25			7.25								
I CERTIFY THAT THE ABOVE ITEMS HAVE BEEN INSPECTED AND ARE FIT FOR HUMAN CONSUMPTION															
<div style="position: relative; width: 100%; height: 100%;"> <span style="position: absolute; top: 50%; left: 50%; transform: translate(-50%, -50%) rotate(-45deg); font-size: 100px; opacity: 0.3; pointer-events: none;">SAMPLE</span> </div>															
13. TOTAL															
14. SIGNATURE OF ACCOUNTABLE OFFICER						15. VOUCHER NO.									

Figure 11-2, DD Form 708, Sample Scanned Distressed Items

## **Chapter 12**

### **MERCHANDISE ON MEDICAL HOLD**

12-1 **RESPONSIBILITY.** Commissary officers are responsible for the disposition of merchandise identified on ALFOODACT messages. Commissary officers, in conjunction with medical food inspectors, will ensure that merchandise identified as contaminated is removed from store shelves and placed in the warehouse.

12-2. **MONITORING.** The commissary officer will appoint, in writing, an individual to be responsible for monitoring items placed on medical hold.

12-3. **ISOLATED AREA.** The commissary officer will ensure that an isolated area in the warehouse is designated for products placed on medical hold.

12-4. **NOTIFICATION OF DISPOSITION INSTRUCTIONS.** Upon notification of disposition instructions, the commissary officer, in conjunction with medical food inspectors, will take the necessary actions to process the product(s).

## Chapter 13

### TRANSFERS

13-1. **GENERAL.** Transfers within the Defense Commissary Agency are authorized.

13-2. **TRANSFERS OUTSIDE THE REGION.** A transfer of merchandise between DeCA commissaries is considered a transfer between accounts of the Commissary Division, DeCA Stock Fund. Detailed procedures for processing transfers are contained in Chapter 12 of DeCAD 70-6, Financial Procedures for Store Management Support Center.

- a. Transfers will be made on a non-reimbursable basis.
- b. DD Form 1149, Requisition and Invoice/Shipping Document or appropriate automated system document, is processed by the MSC if the transfer must be shipped by the installation or other transportation officer. The DD Form 1149 is used for shipping purposes only.
- c. The commissary officer approves transfers by signing all copies.

13-3. **TRANSFERS BETWEEN COMMISSARIES.** Transfers between stores are authorized, when approved by the region. Transfers are accomplished on DeCA Form 40-51, Tally In/Out for Troop, (Figure 13-1); DeCAD 70-20, Subsistence Request for Issue or Turn-in for commissary resale items (Figure 13-2); or mechanized facsimile. Non-automated operations stores must obtain a document number from the accounts maintenance clerk at the region or store MSC office. Automated operations automatically assign the document number when entered in the system. List the items being transferred on the appropriate form. Make sure prices and quantities entered on the form are correct. After shipment, place a copy of the form in a locked box until it can be turned over to the MSC prior to close of business.

- a. Obtain a medical food inspection and inspection stamp on the form, when required, prior to the transfer of merchandise. The form also serves as a receiving document.
- b. The MSC clerk assigns each transfer a document number. In automated operations, the system automatically assigns the tally number.

13-4. **SHIPPER/RECEIVER.** The shipper is the commissary or department selling the item while the receiver is the commissary or department receiving the item.

13-5. **SIGNING AND SECURING THE TRANSFER.** The designated representatives will sign in the appropriate blocks. After the transfer is complete, secure in a locked box until it can be turned over to the MSC prior to close of business for processing.

13-6. **INTRACOMMISSARY TRANSFERS.** Transfers from the store to troop support and transfers between grocery, meat, and produce departments are considered intra-commissary transfers. Use DeCA Form 40-51, Tally In/Out (Figure 13-1) for troop support actions. Procedures apply when transferring troop support items to the resale store. Use DeCA Form 70-20 for transfers between grocery, meat, and produce departments.

13-7. **TRANSFERS FROM CENTRAL DISTRIBUTION CENTERS.** Transfers from central distribution centers (CDCs) will be made to commissaries which are authorized to receive CDC support.

This includes CONUS commissaries supported by CDCs within the region; it may also include CDC support of OCONUS commissaries within or outside of a region. Transfers will be processed in accordance with DeCA Interim Business System (DIBS) procedures or the prior Service system until DIBS has been implemented as a replacement.

<b>TALLY</b> <input type="checkbox"/> IN <input type="checkbox"/> OUT <small>(For use of this form, see DoCAD 40-18; OPR is DO.)</small>		<b>SHEET</b> 1 OF 1 <b>REQUESTION OR PO NUMBER</b> <b>TALLY NUMBER</b> <b>DATE</b> 14 JULY 88	
<b>STATION</b> STAMP-AB <b>SHIPPER</b> DAMAGED MERCHANDISE DISPOSED OF <b>RECEIVER</b> COMMISSARY <b>AUTHORITY</b>		<b>CARRIER</b> <b>B/L NUMBER</b> <b>CARRIER NUMBER AND INITIALS</b> <b>SEAL NUMBERS</b>	
CONTAINER OR PRICE	UNITS PER CONTAINER	COMMENTS	UNIT TOTAL UNITS UNIT SALES PRICE TOTAL VALUE
		Tide Detergent Family	BR 2 4.89 9.78
		Clorox Bleach GAL	BT 2 84 1.68
————— LAST ITEM —————			
<p>THE ABOVE ITEMS COULD NOT BE SOLD AT A REDUCE PRICE AND WERE USED AS OPERATIONAL SUPPLIES IN THE COMMISSARY STORE.</p> <p>STORE MANAGER SIGNATURE _____</p>			
<b>PACKER (Tally out only)</b>  I certify that the above listed articles/Subject to Environmental Health Inspection were inspected by me and that they conform to the contract requirements.		<b>CHECKER</b> Receives the above listed articles in apparent good order and condition; Except as noted. <b>SIGNATURE</b> <b>GRADE OR TITLE</b>	
<b>INSPECTOR'S SIGNATURE</b>		<b>DATE</b>	





## Chapter 14

### PRIZES, GIFTS, AND DONATIONS

14-1. **DeCA Policy.** Promotional programs for commissaries often result in the presentation of prizes and gifts to customers, or cash donations to a variety of causes. Commissary officers are often asked to assist in fund-raising efforts by local installations. These requests come in the form of direct commissary donations of products and solicitation of industry donations to support a specific installation activity or event. A community appreciation sale to honor the multitude of installation organizations that primarily benefit military members, retirees and family members will be conducted yearly in the month of July. This once yearly sale replaces the numerous sales previously held for the benefit of various installation organizations. The installation commander will be the focal point and will accept the contributions from the manufacturers on behalf of the recipients. DeCA personnel MAY NOT actively participate in drawings nor solicit donations in any form from industry representatives. Personnel may be present at such drawings, but not actively participate by doing the drawings or presenting the prizes. Commissary personnel MAY NOT donate commissary products or commissary money to causes of any type.

## Chapter 15

### FACILITIES

15-1. **GENERAL.** Make sure you do a general walk-through at least weekly to inspect the store facilities. You need to look for damage to walls and floors that, if repaired immediately, can improve the appearance and serviceability of the buildings. All requests for repair work on buildings sent to installation facility engineers must be accomplished on the forms required by the host installation. Record all work requests on a log maintained in the store.

15-2. **CLEANING.** A cleaning schedule should be conspicuously posted for all employees to read and therefore become familiar with cleaning requirements and standards. During the walk-through of the facilities also look for items that need cleaning. Make sure all spills are cleaned as soon as possible. Check on the area outside of the building that is considered part of the facility. Establish a list of personnel who will inspect the outside area daily, to pick up paper, cans and other debris, empty trash receptacles, and move improperly placed or stored items.

15-3. **LIGHT MAINTENANCE.** Establish a schedule for light maintenance work such as damp mopping and dusting. Also schedule, usually once monthly, a plan to completely strip the floors of wax and then rewax, if required. Some stores have floors that do not require waxing. If you have a custodial contract, the stripping and rewaxing frequency may vary by location, store, and type of floor.

## Chapter 16

### SANITATION

16-1. **GENERAL.** You must ensure the highest standards of sanitation exists within the grocery department at all times. A weekly inspection must be conducted using a locally developed checklist, outlined on a general purpose form, approved by the local medical authority. A weekly inspection checklist for the bakery is also required. A cleaning and sanitation schedule will be posted in all areas to enhance employee awareness. Approved cleaning agents, procedures and cleaning frequencies will be listed.

➔ Sanitation practices in all DeCA stores and CDCs will be in accordance with the current edition of the U.S. Public Health Service, Food and Drug Administration Food Code, as adopted/modified by the USAF Public Health Service or the U.S. Army Veterinary Command, whichever is applicable. ◀ ➔ *IMpulse*, April 1997 ◀

16-2. **ESTABLISHING A REPORTING SYSTEM.** Establish a system to report all spills, broken bottles, and so forth, and make sure they are cleaned up immediately.

16-3. **OUTSIDE CLEANING AND MAINTENANCE.** Make sure all paper and trash are cleaned from the outside area of the store. Lawns and shrubs will be maintained according to your host-tenant support agreement.

16-4. **INSPECTIONS BY MEDICAL PERSONNEL.** Medical inspectors will perform periodic inspections of the store to evaluate the effectiveness of the sanitation program and to offer advice on correcting discrepancies. Read the discrepancies carefully, making sure what you sign is factual and not generalized. You must annotate the form to reflect the date each discrepancy was corrected. Unsatisfactory reports will be forwarded to the region director/commander within 3 workdays with the action taken to correct the problem.

16-5. **RESTROOMS.** Ensure all restrooms are cleaned prior to the start of each business day and spot-checked periodically during the day. Have them cleaned as necessary.

16-6. **CLEANING REFRIGERATED AREAS.** Wash and clean all refrigerated rooms and refrigerators as often as necessary. Establish a schedule for cleaning the display cases. Empty, wash, and clean all display cases. Ensure all debris is removed to prevent the drains from clogging. Use an approved sanitizing agent to keep drains free of bacteria.

16-7. **BAKERY.** The bakery must be maintained in a clean, sanitary manner. All food contact equipment and utensils must be cleaned and sanitized at least daily; the bakery contractor must ensure that it is accomplished. Check your contract to ensure the required sanitation standards are listed. Inspect the bakery frequently (at least weekly). Consult with medical inspectors on problem areas and follow their advice.